

SPECIALIST

FSM

HAT

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by L. Ron Hubbard

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HCO POLICY LETTER OF 26 SEPTEMBER 1979RA

Remimeo REVISED & REISSUED 11 SEPTEMBER 1981
All Orgs RE-REVISED 27 JANUARY 1984

Public Exec

Secs

Field Control

Secs

Dir of Clearing

Field Staff

Members

Staff Training

Officers

(Revisions Not
in Script)

SPECIALIST FSM HAT CHECKSHEET

(This course checksheet is FREE to any
FSM who has been provisionally appointed.
This no-charge does not come under the
heading of "Free Service = Free Fall."
See HCO PL 27 Nov 71R Rev. 2.3.80 FREE
SERVICE - FREE FALL.)

NAME: _____ ORG: _____

DATE STARTED: _____ DATE COMPLETED: _____

PREREQUISITES: Appointed a Provisional Field Staff Member by your
local org.

LENGTH OF COURSE: Several evenings, off production hours.

SEQUENCE: Once through the checksheet in sequence step by step.

PROCEDURE: In studying the materials on this checksheet, do not
go past a word you do not understand. Be sure to look up any
such words in a dictionary and get them fully clarified. If you
cannot resolve it yourself, ask the supervisor to help you.

Starrate checkouts are required on those materials marked with a
star (*). Full examination is given upon completion of this
checksheet.

(The checksheet may be done Fast Flow by a student who has com-
pleted the Student Hat and Method 1 Word Clearing, or the Primary
Rundown(PRD).)

PRODUCT: A Hatted Field Staff Member who has the ability to
handle and select public for his org.

CERTIFICATE: Specialist Hatted Field Staff Member.

0. BOOKS TO READ:

The following books are a home reading assignment and
give the necessary data to better equip you as an FSM.
If you do not have your own copy of these books then
you will need to purchase them from the bookstore.

FUNDAMENTALS OF THOUGHT by L. Ron Hubbard
WHAT IS SCIENTOLOGY? by L. Ron Hubbard
BIG LEAGUE SALES by Les Dane

I. KEEPING SCIENTOLOGY WORKING:

- | | | | | | |
|-----|--------------------|--------------------------|--|--|--|
| *1. | HCO PL 7 Feb 65 | KSW Series 1, KEEPING | | | |
| | Reiss. 27.8.80 | SCIENTOLOGY WORKING | | | |
| 2. | HCO PL 17 Jun 70RB | KSW Series 5R, TECHNICAL | | | |
| | Re-rev. 25.10.83 | DEGRADES | | | |
| 3. | | | | | |
| 4. | | | | | |
| 5. | | | | | |

II. KEY WORDS: (To be done using Method 6 Word Clearing.)

DISSEMINATION				BOOK			
FIELD STAFF MEMBER				SERVICE			
PUBLIC				SALVAGE			
RUIN				AUDITING			
PROMOTE				COURSE			

III. FIELD STAFF MEMBER:

- | | | | | | |
|------|---|---|--|--|--|
| *1. | HCO PL 9 May AD15 | FIELD AUDITORS BECOME | | | |
| | Rev. & Reiss. | STAFF | | | |
| | 14.1.68 | | | | |
| | Reiss. 30.4.79 | | | | |
| *2. | HCO PL 15 Oct 65 | FIELD STAFF MEMBER | | | |
| | Reiss. 11.2.79 | SELECTION PAPERS AND | | | |
| | | COMMISSIONS | | | |
| 2A. | HCO PL 12 Dec 79 | AN OPEN LETTER TO ALL FSMs | | | |
| 3. | DEMO: Demonstrate, to a pass by the supervisor, the duties and responsibilities of a Field Staff Member. | | | | |
| 4. | DEMO: How a Field Staff Member gets his commission from selection point to receipt point. | | | | |
| *5. | HCOB 26 Oct 70 III | OBNOSIS AND THE TONE SCALE | | | |
| | Reiss. 19.9.74 | | | | |
| 6. | DRILL: With another student, go outside the org to a place where there are many people and do the Obnosis Drill until you feel comfortable and sure about it. | | | | |
| 7. | HCO PL 20 Aug 79 | Marketing Series 1, PR Series 34, DIANETICS AND SCIENTOLOGY ARE NEW | | | |
| *8. | HCOB 21 Apr 60 | PRE-SESSION PROCESSES | | | |
| 9. | DRILL: Drill doing the pre-session processes with a twin until smooth and you feel comfortable and natural doing them. | | | | |
| 10. | HCOB 13 Oct 59 | DEI EXPANDED SCALE | | | |
| 11. | DRILL: Drill using the data in the above HCOB on how to sell until it comes easily. | | | | |
| 12. | HCOB 27 Jan 84 | FSM TRs | | | |
| 13. | DRILL: With your twin, do the FSM TRs until you can pass each TR successfully, and receive a pass from your supervisor. | | | | |
| 14. | HCOB 28 Apr 60 | BOOKS ARE DISSEMINATION | | | |
| | Reiss. 4.6.79 | | | | |
| 15. | TAPE: 5406C16 | CONTACT WITH THE PUBLIC | | | |
| | 16 June 54 | | | | |
| *16. | BOOK: THE BOOK OF CASE REMEDIES (only remedies H, I, and J of Chapter 6). | | | | |
| 16A. | DRILL: Drill doing Remedies H, I & J until you can do them smoothly and easily. | | | | |
| *17. | HCO PL 23 Oct 65R | DISSEMINATION DRILL | | | |
| | Rev. 21.8.81 | | | | |

18. DRILL: With your twin, do the Dissemination drill until you have it down cold and are very comfortable with it. Get a pass on your ability to do the drill from the supervisor.

19. _____
20. _____
21. _____
22. _____

IV. APPRENTICESHIP:

1. Using the tech you have learned go out and select one person for services.

2. _____
3. _____
4. _____

- V. CONDITIONAL: If the student has not completed M1 Word Clearing, an examination is fully passed in Qual on the materials of this checksheet.

STUDENT EXAMINER: _____ DATE: _____

- VI. STUDENT ATTEST: I attest that I have successfully completed this course and have applied the data.

STUDENT ATTEST: _____ DATE: _____

I have trained this student to the best of my ability and he/she has completed the requirements of this checksheet and knows and can apply the checksheet data.

SUPERVISOR ATTEST: _____ DATE: _____

- VII. STUDENT ATTEST AT C & A: I attest: (a) I have enrolled on the course. (b) I have studied and understand all the materials on this checksheet. (c) I have done all the drills on this checksheet and (d) can produce the result required in the materials of the course.

STUDENT ATTEST: _____ DATE: _____

C & A: _____ DATE: _____

VIII. CERTS AND AWARDS:

Certificate of SPECIALIST HATTED FIELD STAFF MEMBER (provisional).

C & A: _____ DATE: _____

(Route this form to the Course Admin for filing in student's folder.)

L. RON HUBBARD
FOUNDER

Compilation assisted by
LRH Technical Research
and Compilations

Adopted as Official
Church Policy by
CHURCH OF SCIENTOLOGY
INTERNATIONAL

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 7 FEBRUARY 1965
REISSUED 27 AUGUST 1980

Remimeo
Sthil Students
Assn/Org Sec Hat
HCO Sec Hat
Case Sup Hat
Ds of P Hat
Ds of T Hat
Staff Member Hat
Franchise
(issued May 1965)

(As the first issue in the Keeping
Scientology Working Series.)

Keeping Scientology Working Series 1

Note: Neglect of this Pol Ltr has caused great hardship on staffs, has cost countless millions and made it necessary in 1970 to engage in an all out International effort to restore basic Scientology over the world. Within 5 years after the issue of this PL with me off the lines, violation had almost destroyed orgs. "Quickie grades" entered in and denied gain to tens of thousands of cases. Therefore actions which neglect or violate this Policy Letter are HIGH CRIMES resulting in Comm Evs on ADMINISTRATORS and EXECUTIVES. It is not "entirely a tech matter" as its neglect destroys orgs and caused a 2 year slump. IT IS THE BUSINESS OF EVERY STAFF MEMBER to enforce it.

SPECIAL MESSAGE

THE FOLLOWING POLICY LETTER MEANS WHAT IT SAYS.

IT WAS TRUE IN 1965 WHEN I WROTE IT. IT WAS TRUE IN 1970 WHEN I HAD IT REISSUED. I AM REISSUING IT NOW, IN 1980, TO AVOID AGAIN SLIPPING BACK INTO A PERIOD OF OMITTED AND QUICKIED FUNDAMENTAL GRADE CHART ACTIONS ON CASES, THEREBY DENYING GAINS AND THREATENING THE VIABILITY OF SCIENTOLOGY AND OF ORGS. SCIENTOLOGY WILL KEEP WORKING ONLY AS LONG AS YOU DO YOUR PART TO KEEP IT WORKING BY APPLYING THIS POLICY LETTER.

WHAT I SAY IN THESE PAGES HAS ALWAYS BEEN TRUE, IT HOLDS TRUE TODAY, IT WILL STILL HOLD TRUE IN THE YEAR 2000 AND IT WILL CONTINUE TO HOLD TRUE FROM THERE ON OUT.

NO MATTER WHERE YOU ARE IN SCIENTOLOGY, ON STAFF OR NOT, THIS POLICY LETTER HAS SOMETHING TO DO WITH YOU.

ALL LEVELS

KEEPING SCIENTOLOGY WORKING

HCO Sec or Communicator Hat Check
on all personnel and new personnel
as taken on.

We have some time since passed the point of achieving uniformly workable technology.

The only thing now is getting the technology applied.

If you can't get the technology applied then you can't deliver what's promised. It's as simple as that. If you can get the technology applied, you *can* deliver what's promised.

The only thing you can be upbraided for by students or pcs is "no results". Trouble spots occur only where there are "no results". Attacks from governments or monopolies occur only where there are "no results" or "bad results".

Therefore the road before Scientology is clear and its ultimate success is assured *if* the technology is applied.

So it is the task of the Assn or Org Sec, the HCO Sec, the Case Supervisor, the D of P, the D of T and all staff members to get the correct technology applied.

Getting the correct technology applied consists of:

- One: Having the correct technology.
- Two: Knowing the technology.
- Three: Knowing it is correct.
- Four: Teaching correctly the correct technology.
- Five: Applying the technology.
- Six: Seeing that the technology is correctly applied.
- Seven: Hammering out of existence incorrect technology.
- Eight: Knocking out incorrect applications.
- Nine: Closing the door on any possibility of incorrect technology.
- Ten: Closing the door on incorrect application.

One above has been done.

Two has been achieved by many.

Three is achieved by the individual applying the correct technology in a proper manner and observing that it works that way.

Four is being done daily successfully in most parts of the world.

Five is consistently accomplished daily.

Six is achieved by instructors and supervisors consistently.

Seven is done by a few but is a weak point.

Eight is not worked on hard enough.

Nine is impeded by the "reasonable" attitude of the not quite bright.

Ten is seldom done with enough ferocity.

Seven, Eight, Nine and Ten are the only places Scientology can bog down in any area.

The reasons for this are not hard to find. (a) A weak certainty that it works in Three above can lead to weakness in Seven, Eight, Nine and Ten. (b) Further, the not-too-bright have a bad point on the button Self-Importance. (c) The lower the IQ, the more the individual is shut off from the fruits of observation. (d) The service faces of people make them defend themselves against anything they confront good or bad and seek to make it wrong. (e) The bank seeks to knock out the good and perpetuate the bad.

Thus, we as Scientologists and as an organization must be very alert to Seven, Eight, Nine and Ten.

In all the years I have been engaged in research I have kept my comm lines wide open for research data. I once had the idea that a group could evolve truth. A third of a Century has thoroughly disabused me of that idea. Willing as I was to accept suggestions and data, only a handful of suggestions (less than twenty) had long run value and *none* were major or basic; and when I did accept major or basic suggestions and used them, we went astray and I repented and eventually had to "eat crow".

On the other hand there have been thousands and thousands of suggestions and writings which, if accepted and acted upon, would have resulted in the complete destruction of all our work as well as the sanity of pcs. So I know what a group of people will do and how insane they will go in accepting unworkable "technology". By

actual record the percentages are about twenty to 100,000 that a group of human beings will dream up bad technology to destroy good technology. As we could have gotten along without suggestions, then, we had better steel ourselves to continue to do so now that we have made it. This point will, of course, be attacked as "unpopular", "egotistical" and "undemocratic". It very well may be. But it is also a survival point. And I don't see that popular measures, self-abnegation and democracy have done anything for Man but push him further into the mud. Currently, popularity endorses degraded novels, self-abnegation has filled the South East Asian jungles with stone idols and corpses, and democracy has given us inflation and income tax.

Our technology has not been discovered by a group. True, if the group had not supported me in many ways I could not have discovered it either. But it remains that if in its formative stages it was not discovered by a group, then group efforts, one can safely assume, will not add to it or successfully alter it in the future. I can only say this now that it is done. There remains, of course, group tabulation or co-ordination of what has been done, which will be valuable only so long as it does not seek to alter basic principles and successful applications.

The contributions that were worth while in this period of forming the technology were help in the form of friendship, of defense, of organization, of dissemination, of application, of advices on results and of finance. These were great contributions and were, and are, appreciated. Many thousands contributed in this way and made us what we are. Discovery contribution was not however part of the broad picture.

We will not speculate here on why this was so or how I came to rise above the bank. We are dealing only in facts and the above is a fact—the group left to its own devices would not have evolved Scientology but with wild dramatization of the bank called "new ideas" would have wiped it out. Supporting this is the fact that Man has never before evolved workable mental technology and emphasizing it is the vicious technology he *did* evolve—psychiatry, psychology, surgery, shock treatment, whips, duress, punishment, etc, ad infinitum.

So realize that we have climbed out of the mud by whatever good luck and good sense, and *refuse* to sink back into it again. See that Seven, Eight, Nine and Ten above are ruthlessly followed and we will never be stopped. Relax them, get reasonable about it and we will perish.

So far, while keeping myself in complete communication with all suggestions, I have not failed on Seven, Eight, Nine and Ten in areas I could supervise closely. But it's not good enough for just myself and a few others to work at this.

Whenever this control as per Seven, Eight, Nine and Ten has been relaxed the whole organizational area has failed. Witness Elizabeth, N.J., Wichita, the early organizations and groups. They crashed only because I no longer did Seven, Eight, Nine and Ten. Then, when they were all messed up, you saw the obvious "reasons" for failure. But ahead of that they ceased to deliver and *that* involved them in other reasons.

The common denominator of a group is the reactive bank. Thetans without banks have different responses. They only have their banks in common. They agree then only on bank principles. Person to person the bank is identical. So constructive ideas are *individual* and seldom get broad agreement in a human group. An individual must rise *above* an avid craving for agreement from a humanoid group to get anything decent done. The bank-agreement has been what has made Earth a Hell—and if you were looking for Hell and found Earth, it would certainly serve. War, famine, agony and disease has been the lot of Man. Right now the great governments of Earth have developed the means of frying every Man, Woman and Child on the planet. That is Bank. That is the result of Collective Thought Agreement. The decent, pleasant things on this planet come from *individual* actions and ideas that have somehow gotten by the Group Idea. For that matter, look how we ourselves are attacked by "public opinion" media. Yet there is no more ethical group on this planet than ourselves.

Thus each one of us can rise above the domination of the bank and then, as a group of freed beings, achieve freedom and reason. It is only the aberrated group, the mob, that is destructive.

When you don't do Seven, Eight, Nine and Ten actively, you are working for the Bank dominated mob. For it will surely, surely (a) introduce incorrect technology and

swear by it, (b) apply technology as incorrectly as possible, (c) open the door to any destructive idea, and (d) encourage incorrect application.

It's the Bank that says the group is all and the individual nothing. It's the Bank that says we must fail.

So just don't play that game. Do Seven, Eight, Nine and Ten and you will knock out of your road all the future thorns.

Here's an actual example in which a senior executive had to interfere because of a pc spin: A Case Supervisor told Instructor A to have Auditor B run Process X on Preclear C. Auditor B afterwards told Instructor A that "It didn't work". Instructor A was weak on Three above and didn't really believe in Seven, Eight, Nine and Ten. So Instructor A told the Case Supervisor "Process X didn't work on Preclear C". Now *this* strikes directly at each of One to Six above in Preclear C, Auditor B, Instructor A and the Case Supervisor. It opens the door to the introduction of "new technology" and to failure.

What happened here? Instructor A didn't jump down Auditor B's throat, that's all that happened. This is what he *should* have done: Grabbed the Auditor's report and looked it over. When a higher executive on this case did so she found what the Case Supervisor and the rest missed: that Process X *increased* Preclear C's TA to 25 TA divisions for the session but that near session end Auditor B Qed and Aed with a cognition and abandoned Process X while it still gave high TA and went off running one of Auditor B's own manufacture, which nearly spun Preclear C. Auditor B's IQ on examination turned out to be about 75. Instructor A was found to have huge ideas of how you must never invalidate anyone, even a lunatic. The Case Supervisor was found to be "too busy with admin to have any time for actual cases".

All right, there's an all too typical example. The *Instructor* should have done Seven, Eight, Nine and Ten. This would have begun this way. Auditor B: "That process X didn't work." Instructor A: "What exactly did *you* do wrong?" Instant attack. "Where's your auditor's report for the session? Good. Look here, you were getting a lot of TA when you stopped Process X. What did you do?" Then the Pc wouldn't have come close to a spin and all four of these would have retained certainty.

In a year, I had four instances in *one* small group where the correct process recommended was reported not to have worked. But on review found that each one had (a) increased the TA, (b) had been abandoned, and (c) had been falsely reported as unworkable. Also, despite this abuse, in each of these four cases the recommended, correct process cracked the case. Yet they were reported as *not having worked!*

Similar examples exist in instruction and these are all the more deadly as every time instruction in correct technology is flubbed, then the resulting error, uncorrected in the auditor, is perpetuated on every pc that auditor audits thereafter. So Seven, Eight, Nine and Ten are even more important in a course than in supervision of cases.

Here's an example: A rave recommendation is given a graduating student "because he gets more TA on pcs than any other student on the course!" Figures of 435 TA divisions a session are reported. "Of course his model session is poor but it's just a knack he has" is also included in the recommendation. A careful review is undertaken because *nobody* at levels 0 to IV is going to get that much TA on pcs. It is found that this student was never taught to read an E-Meter TA dial! And no instructor observed his handling of a meter and it was not discovered that he "overcompensated" nervously, swinging the TA 2 or 3 divisions beyond where it needed to go to place the needle at "set". So everyone was about to throw away standard processes and model session because this one student "got such remarkable TA". They only read the reports and listened to the brags and never *looked* at this student. The pcs in actual fact were making slightly less than average gain, impeded by a rough model session and misworded processes. Thus, what was making the pcs win (actual Scientology) was hidden under a lot of departures and errors.

I recall one student who was squirreling on an Academy course and running a lot of off-beat whole track on other students after course hours. The academy students were in a state of electrification on all these new experiences and weren't quickly brought under control and the student himself never was given the works on Seven, Eight, Nine and Ten so they stuck. Subsequently, this student prevented another squirrel from being straightened out and his wife died of cancer resulting from physical abuse. A hard, tough instructor at that moment could have salvaged two squirrels and saved the life of a girl. But no, students had a right to do whatever they pleased.

Squirreling (going off into weird practices or altering Scientology) only comes about from non-comprehension. Usually the non-comprehension is not of Scientology but some earlier contact with an off-beat humanoid practice which in its turn was not understood.

When people can't get results from *what they think* is standard practice, they can be counted upon to squirrel to some degree. The most trouble in the past two years came from orgs where an executive in each *could not* assimilate straight Scientology. Under instruction in Scientology they were unable to define terms or demonstrate examples of principles. And the orgs where they were got into plenty of trouble. And worse, it could not be straightened out easily because neither one of these people could or would duplicate instructions. Hence, a debacle resulted in two places, directly traced to failures of instruction earlier. So proper instruction is vital. The D of T and his Instructors and all Scientology Instructors must be merciless in getting Four, Seven, Eight, Nine and Ten into effective action. That one student, dumb and impossible though he may seem and of no use to anyone, may yet some day be the cause of untold upset because nobody was interested enough to make *sure* Scientology got home to him.

With what we know now, there is no student we enrol who cannot be properly trained. As an instructor, one should be very alert to slow progress and should turn the sluggards inside out personally. No *system* will do it, only you or me with our sleeves rolled up can crack the back of bad studenting and we can only do it on an individual student, never on a whole class only. He's slow = something is awful wrong. Take *fast* action to correct it. Don't wait until next week. By then he's got other messes stuck to him. If you can't graduate them with their good sense appealed to and wisdom shining, graduate them in such a state of shock they'll have nightmares if they contemplate squirreling. Then experience will gradually bring about Three in them and they'll *know* better than to chase butterflies when they should be auditing.

When somebody enrolls, consider he or she has joined up for the duration of the universe—never permit an "open-minded" approach. If they're going to quit let them quit fast. If they enrolled, they're aboard, and if they're aboard, they're here on the same terms as the rest of us—win or die in the attempt. Never let them be half-minded about being Scientologists. The finest organizations in history have been tough, **dedicated organizations. Not one namby-pamby bunch of panty-waist dilettantes** have ever made anything. It's a tough universe. The social veneer makes it seem mild. But only the tigers survive—and even *they* have a hard time. We'll survive because we are tough and are dedicated. When we *do* instruct somebody properly he becomes more and more tiger. When we instruct half-mindedly and are afraid to offend, scared to enforce, we don't make students into good Scientologists and that lets everybody down. When Mrs. Pattycake comes to us to be taught, turn that wandering doubt in her eye into a fixed, dedicated glare and she'll win and we'll all win. Humour her and we all die a little. The proper instruction attitude is, "You're here so you're a Scientologist. Now we're going to make you into an expert auditor no matter what happens. We'd rather have you dead than incapable."

Fit that into the economics of the situation and lack of adequate time and you see the cross we have to bear.

But we won't have to bear it forever. The bigger we get the more economics and time we will have to do our job. And the only things which can prevent us from getting that big fast are areas in from One to Ten. Keep those in mind and we'll be able to grow. Fast. And as we grow our shackles will be less and less. Failing to keep One to Ten, will make *us* grow less.

So the ogre which might eat us up is not the government or the High Priests. It's our possible failure to retain and practise our technology.

An Instructor or Supervisor or Executive *must* challenge with ferocity instances of "unworkability". They must uncover what *did* happen, what *was* run and what *was* done or not done.

If you have One and Two, you can only acquire Three for all by making sure of all the rest.

We're not playing some minor game in Scientology. It isn't cute or something to do for lack of something better.

The whole agonized future of this planet, every Man, Woman and Child on it, and your own destiny for the next endless trillions of years depend on what you do here and now with and in Scientology.

This is a deadly serious activity. And if we miss getting out of the trap now, we may never again have another chance.

Remember, this is our first chance to do so in all the endless trillions of years of the past. Don't miff it now because it seems unpleasant or unsocial to do Seven, Eight, Nine and Ten.

Do them and we'll win.

L. RON HUBBARD
Founder

LRH:jw:rr:nt:ka:mes:rd:bk
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Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 17 JUNE 1970RB

Remimeo
Applies to
all SHs and
Academies
HGCs
Franchises

REISSUED 30 AUGUST 1980
as part of KSW Series
RE-REVISED 25 OCTOBER 1983

(The previous revision to this PL never came to me for approval. It alter-ised the actual authorization requirements for course checksheets. This has been corrected in this issue.)

(Revisions in Script)

Keeping Scientology Working Series 5R

URGENT AND IMPORTANT

TECHNICAL DEGRADES

(This PL and HCO PL February 7, 1965 must be made part of every study pack as the first items and must be listed on checksheets.)

Any checksheet in use or in stock which carries on it any degrading statement must be destroyed and issued without qualifying statements.

Example: Level 0 to IV Checksheets SH carry "A. Background Material - This section is included as an historical background, but has much interest and value to the student. Most of the processes are no longer used, having been replaced by more modern technology. The student is only required to read this material and ensure he leaves no misunderstanding." This heading covers such vital things as TRs, Op Pro by Dup! The statement is a falsehood.

These checksheets were not approved by myself, all the material of the Academy and SH courses IS in use.

Such actions as this gave us "Quickie Grades," ARC Broke the field and downgraded the Academy and SH Courses.

A condition of TREASON or cancellation of certificates or dismissal and a full investigation of the background of any person found guilty, will be activated in the case of anyone committing the following HIGH CRIMES.

1. Abbreviating an official Course in Dianetics and Scientology so as to lose the full theory processes and effectiveness of the subjects.
2. Adding comments to checksheets or instructions labelling any material "background" or "not used now" or "old" or any similar action which will result in the student not knowing, using and applying the data in which he is being trained.
3. Employing after 1 Sept 1970 any checksheet for any course not authorized by myself or the Authority, Verification and Correction Unit International (AVC Int).

(Hat Checksheets may be authorized locally per HCO PL 30 Sep 70 CHECKSHEET FORMAT.)

4. Failing to strike from any checksheet remaining in use meanwhile any such comments as "historical," "background," "not used," "old," etc. or VERBALLY STATING IT TO STUDENTS.
5. Permitting a pc to attest to more than one grade at a time on the pc's own determinism without hint or evaluation.
6. Running only one process for a lower grade between 0 to IV, where the grade EP has not been attained.
7. Failing to use all processes for a level where the EP has not been attained.
8. Boasting as to speed of delivery in a session, such as "I put in Grade Zero in 3 minutes." Etc.
9. Shortening time of application of auditing for financial or labor saving considerations.
10. Acting in any way calculated to lose the technology of Dianetics and Scientology to use or impede its use or shorten its materials or its application.

REASON: The effort to get students through courses and get pcs processed in orgs was considered best handled by reducing materials or deleting processes from grades. The pressure exerted to speed up student completions and auditing completions was mistakenly answered by just not delivering.

The correct way to speed up a student's progress is by using 2 way comm and applying the study materials to students.

The best way to really handle pcs is to ensure they make each level fully before going on to the next and repairing them when they do not.

The puzzle of the decline of the entire Scientology network in the late 60s is entirely answered by the actions taken to shorten time in study and in processing by deleting materials and actions.

Reinstituting full use and delivery of Dianetics and Scientology is the answer to any recovery.

The product of an org is well taught students and thoroughly audited pcs. When the product vanishes, so does the org. The orgs must survive for the sake of this planet.

L. RON HUBBARD
FOUNDER

Adopted as Official
Church Policy

by the
CHURCH OF SCIENTOLOGY
INTERNATIONAL

CSI:LRH:1w

HUBBARD COMMUNICATIONS OFFICE
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HCO POLICY LETTER OF 9 MAY AD15
(REVISED & REISSUED 14 JANUARY 1968)
REISSUED 30 APRIL 1979

Remimeo
Franchise
Saint Hill
Students
Post Public
B. Board

FIELD AUDITORS BECOME STAFF

(Cancels HCO Pol Ltrs March 26 '65 & March 30 '65)

All field auditors of the level of HBA and above are appointed herewith FIELD STAFF MEMBERS of their nearest Scientology organization.

Their rank is FIELD STAFF MEMBER (Provisional).

They come directly under the Department of Clearing, Director of Clearing of their nearest org.

The purpose of the Field Staff Member is:-

TO HELP LRH CONTACT, HANDLE, SALVAGE AND BRING TO UNDERSTANDING THE INDIVIDUAL AND THUS THE PEOPLES OF EARTH.

Their pay shall be in terms of commissions and therefore should be equal to that of general staff members in the orgs themselves, depending only on the activity of the Field Staff Member. The Field Staff Member is not on proportionate pay and is not on payroll for tax purposes.

The situation is this: the idea of the practitioner setting up a practice to audit preclears must be wrong because it is used with poor success by new doctors and psychiatrists; it also has worked poorly for doctors as groups as they more and more require government subsidy, personally require large borrowed sums to set up new practices and depend for affluence on laws passed to protect them and give them a monopoly; a monopoly held in place by force alone soon vanishes. Further, their system took over 700 years to establish them to a point where they could demand the legislation needed to protect them - proof: examine the status of a medical man in the centuries between the Great Plague and today century by century and see the tiny progress each century in the standing of their profession and their security.

We neither have nor need 700 years.

Civilization is successful only because it is a team. The individual in our present society has a rough time.

We are a team. We have a big job to do. We need every one aboard. Hence the appointment.

This appointment should come as no surprise as we were waiting only for the completion of technology to press the boom buttons. And one of them was to reclaim and enrol as staff members everyone we have ever trained.

COMMISSIONS

The official Scientology Organization to which the Field Staff Member is attached will pay the Field Staff Member a percentage of all training and processing fees received by that organization through its Field Staff Members.

This system has already been piloted some years ago and its administration design is now smoothed out. However it must be followed closely.

The Field Staff Member selects the person to be trained or processed after direct personal contact with the person and issues to that person a paper stating the contacted person has been selected. This paper bears the HOUR, DATE and PLACE of the selection.

The paper is in quadruplicate. The original goes to the person selected (selectee), the second copy is sent promptly to the Field Staff Member's org's Advanced Booking Registrar, the third to the Director of Clearing and the fourth copy is held by the Field Staff Member.

If the selectee appears at the org, presents the SELECTION PAPER to the Cashier and enrolls for training and processing, and pays, the org sends at once a commission of 10% for total cash. There is no waiting in sending the commission. The org sends the sum at once. 10% is also paid in memberships bought by the selectee if accompanied by another selection paper marked Membership also issued by the Field Staff Member.

Example of Commission: A selectee presents the Selection Paper at the Org Accounts Office and pays for the services bought totally in cash. The org promptly sends the Field Staff Member 10% of the whole payment. Example: A selectee presents the Selection Paper of the Field Staff Member at the org accounts office and pays for the service in cash. The org promptly sends the Field Staff Member 10% of the total sum. These both end the transaction. There is no later amount owing the Field Staff Member when the credit extended is paid off. If any Field Staff Member gave the selectee another later paper the selectee then used, again commission would be paid by the org.

The person selected is directed by the Field Staff Member to Reception at the nearest organization, the name and address of which is given to the selectee.

No cash for memberships may be taken by the Field Staff Member as Memberships must be paid for only to the org Accounts Cashier.

The preclear or student may be selected as often or as many times as the Field Staff Member can do so.

If the person is not, however, selected again by the Field Staff Member after training or processing, the org may select the person once more and no commission is paid. The org does not have to have a selection paper to train or process a person.

The org will honour and pay commission on the selection papers presented to Accounts by the selectee. It is the responsibility of the Field Staff Member to inform the selectee to present his or her selection paper.

EXISTING CENTRES

Existing Scientology Centres are not official orgs. The Field Staff Member is not attached to unofficial orgs. However, a centre or group or group of auditors may send a selectee as a student or PC providing it is a Field Staff Member that signs the selection form. Centres may not have Field Staff Members of their own unless the Centre is owned and operated by Scientology, and Field Staff Members may not send PCs or students to any but official orgs. To do so constitutes suppression of Scientology official orgs as this is a Scientology org activity, not designed for centres or franchise holders to use until they are officialized and their service can be supervised. Remember, to use this system all a centre has to do to use the Field Staff Member system is become official and meet requirements for a new org.

FORMS

Where no forms exist the Field Staff Member can write on plain paper, preferably pink (the org flash colour for Accounts matters) and using carbon or hand copying can make the forms himself.

The form must bear the HOUR, DATE and PLACE, the block printed name and address of the selectee and the block printed name and address and certificate initials and certificate number of the Field Staff Member and what the selectee is selected for (membership, training or processing) and some approximation of arrival date at the org.

Orgs may care to furnish forms, but this is all they contain.

MEMBERSHIP AND RATE CARDS

The Field Staff Member should be supplied with book lists, membership descriptions and the org rate card. He or she should give copies of these to the selectee if the Field Staff Member has them.

BOOKS

The Field Staff Member may buy books from an org and sell them for his own profit. Any discounts are arranged with the org and regulated by the Director of Publications, Saint Hill.

ORG MEMBERS

Other org staff members may not use this system as they are general, not field, staff members but where they have had personal PCs before taking org employment they may handle the matter as a Field Staff Member would if done within the first three months of Org employment and the selection was done before org employment.

CERTIFICATE REQUIRED

Any auditor who has any certificate including Hubbard Book Auditor may become a Field Staff Member.

No classification is required.

No other stipulations may be locally made.

PITFALL

This is all taken from my own experience when I was the only field auditor there was.

I was hammered at by many to process them and became quite overworked. I was only saved by org formation to which I could turn over my traffic.

The moment a field auditor starts individual processing he becomes too pinned down to promote and in a year or so fails therefore or has to turn to other activities.

I got my PCs by casual personal contact and by letting a book circulate (the Original Thesis) and by local personal promotion. I ran a PE type course (not as high as an HAS) and at one time had even psychiatrists demanding I process their wives after they had heard one lecture.

The demand for my own processing cut back my time and nearly stopped everything until I turned everyone over to the org and got on with my local public promotion.

I refused to process people myself and therein lies the secret of expansion. Only an org, with its organization and facilities and teamwork can handle PCs and students. Even a very small org doesn't dare process PCs or train students. It does best when it only promotes. And it should send its PCs to a bigger org. It should limit itself as I did after orgs took my PCs over, to short assists, PE courses and small co-audits.

DISSEMINATION FORMULA

I've now discovered the Dissemination Formula we've wanted so long and it's easy. Central orgs have it and train Field Staff Members on it in the staff training programme. Being tech it has no part of this Policy Letter. It takes four or five hours to learn, theory and practical. The org will have all such programmes of staff training.

PAYMENT OF COMMISSION

Accounts receives the selectee's Selection Paper from the selectee when that person arrives at the Accounts window. Accounts must write on the Invoice the auditor's name who did the selection.

Accounts will at once (or within a week of registration) make out a cheque for 10% of the cash payment made to the Field Staff Member and mail it to him or her.

When the commission is paid, Accounts sends an invoice copy of the payment and of the PC or student's training, processing or membership payment to the Dept of Clearing. The department staples these to the Field Staff Member's copy and files it under the Field Staff Member's name.

The commission is only given on the actual amount the selectee paid. In intensives this should be for at least one intensive. However if at that appearance the selectee bought several grades worth of intensives or several courses, the commission is also given for those.

TIME

There is no time stipulation as to how often selectees may be selected and the org has no period of grace wherein a person may only be selected by the org itself. If an org procures a PC or student however, directly, the org, not one of its general staff members, gets the commission.

PROFESSIONAL RATES

Commission is also paid on professional rates but not to the auditor himself or a "friend" who will refund the commission. The professional rate applies only to auditing. There is no professional rate for training or courses.

DISPUTES

Where one Field Staff Member claims he or she sent in a PC or student and another also claims it, the Director of Clearing should be appealed to to settle the dispute.

The org always pays on the selection paper handed in by the selectee, not on the earliest contact.

At least one of the claims must be paid. Two commissions may not be paid on the same matter to settle a dispute.

A Field Staff Member who feels an error has been made can write the Director of Inspections and Reports in his nearest Org who will handle it.

DISPUTES BETWEEN FIELD STAFF MEMBERS

In any disputes between two Field Staff Members, either may appeal to the Chaplain's Court, Department of Success, in their nearest org, which may "hear" the matter by mail and render a decision. Such an action does not make any Scientologist liable to further action.

FORMING ORGS

As official orgs are now on the lookout to form orgs, and as distant service is not as easy as close service, the HCO Area Sec should be approached concerning the formation of a new local org. Such an org would be owned and operated by Scientology from Saint Hill. The HCO Area Sec will base decision upon the amount of traffic coming from that area and the successfulness of the Field Staff Members there. Final permission for a new Org must come from Saint Hill. The new org will be only a Class Zero org at first with very limited services but all orgs grow. Such an org must be formed and conducted like any other official org. It is prohibited for an old org to finance a new org in any way.

The new org pays a percentage of its gross to the founding official org. And the new org pays 10% commissions as above to the Field Staff Members on its staff but only if it is fully official and only when authorized to have an HGC. Until it has an official HGC it continues to operate on commissions and pays no percentage to the forming org, but still receives them. Its PE and Co-audit activities and commissions paid, in students and PCs sent into the founding org, support it.

HGCs AND ACADEMIES

Hubbard Guidance Centres of official orgs only may be sent PCs and Academies of Scientology only may be sent students by Field Staff Members as long and arduous experience has determined that great quantities of trouble can come from courses and clinics which are unofficial and usually official orgs have to clean the resulting mess up. Notable examples were Sydney, and the US Pacific North West in '54. There have been dozens of such instances with many people hurt. The names Hubbard Guidance Centres and Academies of Scientology are protected by law. Only their service is supervised by Saint Hill or myself.

FIELD STAFF MEMBER REGULATION

A Field Staff Member comes under the same discipline as any other org staff member and is subject to the same codes of ethics. Auditing org PCs or students is forbidden to all staff members.

ACCEPTANCE

The field auditor should write his or her nearest official Organization addressing his letter to the Director of Clearing, who would be his superior in an org, giving his acceptance of appointment or declining it. In return he will receive his credentials as a Field Staff Member (Provisional) which consist of a letter signed by the HCO Secretary signifying his or her appointment, to be followed after a year by more formal credentials. In writing the Director of Clearing head the letter "Re Field Staff Member Appointment" and give current address and any other particulars. If there are any questions or hitch, write to me at Saint Hill.

PROVISIONAL

The first appointment is PROVISIONAL - meaning "not permanent". At the end of one year, the appointment expires unless renewed. On being confirmed at the end of one year, the "Provisional" is removed and more extensive credentials are issued.

When a Field Staff Member (Provisional) has been one for ten months, he or she should write the Director of Field Activities requesting the full appointment be made and giving any evidence of good work. At that time the Director of Clearing will cause to be issued a new set of credentials to the Field Staff Member, declaring him or her to be a Field Staff Member. Activity is the criteria of issuing full credentials. If any difficulty develops in obtaining full credentials, contact me at Saint Hill.

The names or short lists sent to the Field Staff Member for selection or collection are considered to be org prospects. The Field Staff Member may only select them to the org or collect from them for the org, and if the Field Staff Member processes or trains for his own fee prospect names sent by the org he is subject to discipline by the Distribution Secretary.

PRIVATE PRACTICE

Any field auditor with a private practice who wishes to retain it should advise his Organization or Association Secretary of the nearest official org and explain why.

CENTRES

Any Centres wishing to become Class Zero orgs should advise the HCO Area Sec of their nearest org. They are accepted when authorized by the Office of LRH and when the earlier mentioned conditions for a new org are met. Meanwhile they operate in relation to their nearest org as a group of Field Staff Members if they accept appointment as Field Staff Members.

FRANCHISE HOLDERS

Existing Franchise Holders may retain their franchise and status so long as they remain in good standing at Saint Hill.

NEW COURSES AND PROCESSING

Field Staff Members HCA and above may have the professional rate now for HGC intensives if International Members in good standing.

Courses for Field Staff Members are given at the same fees as for any other International Member or Staff Member. There is no professional rate for courses, only for intensives. They are however given short briefings on pertinent subjects at such times as the secretary of their org makes it available. However, the better trained a Field Staff Member is, the better he will succeed and therefore this appointment should not interrupt training plans.

DEBTS

Field Staff Members may be requested by the Department of Accounts to collect overdue accounts on which 10% commission of any sums collected will be paid by the org. But they may not be ordered to do this.

Accounts may release to Field Staff Members in an area lists of overdue accounts in that area. By using ARC Break technology and assists the Field Staff Member may collect the sums in cheque form only payable to the org and forward it with any details to Accounts in the org. Accounts must inform Inspections and Reports of any such issue of lists or any collections received by this method. All such assists are given at the Field Staff Member's own discretion without org reimbursement.

GENERAL AND EXECUTIVE STAFF MEMBER SELECTIONS

The general staff member of any org may select students or PCs or memberships applicants by issuing them Selection Papers to their own orgs. In this case any commission is paid to the staff member's own org and the Selection Paper is of a different appearance. The general or Executive staff member receives any benefit through org pay along with the rest of staff.

SAINT HILL FIELD STAFF MEMBERS

Any auditor trained to any level at Saint Hill is similarly appointed by this Policy Letter. All "Saint Hillers" are therefore appointed FIELD STAFF MEMBERS SAINT HILL. When working as a general staff member or executive for an org, the 10% is paid to that org, not the staff member personally so that all its staff may benefit. They may select to the Saint Hill Course or HGC.

The same stipulations and procedures as for other orgs (as above in this Policy Letter) apply to Saint Hill Field Staff Members.

Commissions are paid on the Saint Hill Briefing Course and Saint Hill HGC if the student or PC sent is sent expressly to Saint Hill as above.

Acceptance of appointment from Saint Hill does not prohibit being as well a Field Staff Member of a local org.

SENIOR ORG PREFERENCE

A Field Staff Member trained and certified at a senior org may be a Field Staff Member of that org even while employed on staff by a junior org but the commission is paid to the junior org. The junior org is paid the commission on any PC or student he sends to the senior org (not his own). Memberships alone are denied commission in such a case as the junior org can also sell them.

Such a Field Staff Member for a senior org employed in a junior org must not distract students or PCs already selected by a Field Staff Member of the junior org before they can present selection papers.

BEING ON TWO STAFFS

Any field auditor can be a Field Staff Member to more than one org but is actually on the staff of the nearest org to his address and may not use another appointment to another org or Saint Hill to set aside the nearer org's requirements of him or her. In changing location the Field Staff Member must inform the Director of Clearing of the Org he has been nearest to and inform the Director of Clearing of the Org he will now be nearest to. In case he is a Field Staff Member Saint Hill also he should inform the Director of Clearing Saint Hill.

L. RON HUBBARD
FOUNDER

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HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 15 OCTOBER 1965
REISSUED 11 FEBRUARY 1979

Remimeo
Dist Div
Hats
Registration
Hats
Income Hats
Disb Hats
Every Field Staff
Member
All Staff Hats
Missions

FIELD STAFF MEMBER

SELECTION PAPERS AND COMMISSIONS

The Field Staff Member gives a selection paper to prospective students and preclears he or she selects to go into a Central Org or Saint Hill.

Previously the selectee was supposed to present this paper to the Cashier of the org when signing up and only then was a Commission paid.

I now find the selectee seldom remembers to present the paper in the hurly-burly of arrival at an org.

Therefore policy on this is modified as follows:

The preclear or student may, but need not, present the selection paper personally to the cashier of the org for a commission to be paid. The Field Staff Member's Commission will be paid anyway. In the event of two Field Staff Members selecting the same person, the paper the selectee acted upon will be credited. In case of disputes Ethics is to settle the matter equitably between Field Staff Members involved.

The procedure is changed only as follows:

The Commission of the Field Staff Member is paid when the selectee signs up. Payment is on the same terms as before. But the responsibility for the payment of commission lies with the Director of Clearing.

FIELD STAFF MEMBERS MUST SEND AN ADDITIONAL COPY OF THE SELECTION PAPER TO THE ADVANCE SCHEDULE REGISTRAR, DEPT OF REGISTRATION, DEPARTMENT 6, DIVISION 2.

The Advance Schedule Registrar notes it in her Advance Schedule book and gives the Selection Paper Copy to the Body Registrar. These copies of the Selection Paper are kept by the Body Reg in a file alphabetically arranged. This is the SELECTEE FILE.

When any person comes to sign up who might be a selectee, the Body Registrar looks for the person's name in the Selectee File and if it is there marks the conditions of sign up on the Selection Paper from the file and sends it to the Disbursement Dept for commission to be paid. Disbursement pays the commission on the basis of this copy.

The Field Staff Member also sends his usual copy of the Selection Paper to the Director of Clearing, Dept 17, Division 6, Distribution Division.

This means then that the Field Staff Member selects a student or a preclear to an org, the Field Staff Member must also send two copies of the selection paper to the org, one to the Advance Schedule Registrar and one to the Director of Clearing.

In this way there is a cross check possible and none will lose out on commissions.

An org, as a Field Staff Member, selecting to another org or Saint Hill follows the same procedure - original to the selectee, a copy to the Advance Schedule Registrar and a copy to the Director of Clearing of the org to which the person is selected.

DIRECTOR OF CLEARING

Each week, on Friday before attending his divisional AdComm meeting in the last hours of that day, the Director of Clearing must obtain a list of every student and pc signed up that week and compare these to his complete file of selection papers and find if they have been selected. He notes which ones have and sends this list to Disbursement for guidance.

DISBURSEMENT ACTION

Disbursement checks off the commissions it is paying and how much and sends the list back to the Director of Clearing. This is used in the AdComm of the Dist Div to quote as a statistic.

RECONCILIATION

If there is a difference in the lists Disbursement receives from the Registrar, the amount of money received by Income or the list submitted by the Director of Clearing, Disbursement informs the Director of Clearing during the following week.

Whether informed or not, the Director of Clearing must make sure that there is no error or omission in paying commissions.

If Disbursement does not pay commissions properly owed Field Staff Members the Director of Clearing makes a statement to that effect in his Dist Div AdComm meeting for inclusion in the minutes and also reports it to Inspection and Reports and does not rest on the matter until he is sure his Field Staff Members have all been paid.

If it comes to anyone's attention that a selectee is in the org taking service on whom no commission has been paid, then it must be reported at once to the Director of Clearing. The Director of Clearing must then follow through to make sure that a commission is paid.

Policy is: No Field Staff Member who selects a person for training or processing may remain unpaid.

The Field Staff Member is responsible for sending in two copies of any Selection Paper to the org and giving one to the selectee. He may keep a copy for himself. Any pieces of paper serve so long as they have the selectee's name and address and date of selection, for what selected and the name of the Field Staff Member.

Proper forms may be furnished, proper routings on them, by the Director of Clearing to the Field Staff Members.

UNPAID FIELD STAFF MEMBERS

If a Field Staff Member finds a person he or she selected has actually entered an org for service and no commission has been received within three weeks, the Field Staff Member must report the omission to the Ethics Officer of the org who should investigate and see that the matter is cared for. The Ethics Officer must report the matter and its final disposition to the AdCouncil as soon as findings and actions are complete.

Errors in payment must also be so reported by the Field Staff Member to the Ethics Officer.

The gravest possible view will be taken of any irregularities in Field Staff Member commissions resulting in incorrect or non-existent payment of Field Staff Member Commissions and should the Registrars, Disbursement or the Director of Clearing especially become lax in this matter Ethics action must be taken and reported as well to the Office of LRH, Saint Hill.

FIELD STAFF MEMBER APPOINTMENTS

Any eligible person may become a Field Staff Member. A Provisional Appointment must be sent promptly to any eligible person applying.

Furthermore, as some auditors being eligible take their appointment for granted and simply send in selection papers, the Director of Clearing on receiving a selection paper from a person not on his list must at once establish the eligibility of the person and if eligible must send an appointment as Provisional Field Staff Member to the person at once, although no application was made.

SUMMARY

Field Staff Members' Commissions do not depend upon administrative facts but upon the actual presence of a student or pc in an org taking service and directed there by the Field Staff Member.

To guarantee speed and smoothness in receiving commissions the Field Staff Member should do all possible to help by sending in two legible copies of a selection paper to the org and giving one to the selectee and keeping a record himself.

The proof of an owed commission is however the presence in the org, taking service, of a selectee sent by a Field Staff Member.

L. RON HUBBARD
FOUNDER

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HCO POLICY LETTER OF 12 DECEMBER 1979R
REVISED AND REISSUED 8 NOVEMBER 1984

Remimeo

FSMs

Div 6

Personnel

PEsEs

Org Execs

City Offices

Missions

FSM Check-

sheet

Magazine

Article

FSM I/Cs

(This HCO PL has been revised to
align with current Div 6 structure
and to include it in the Field
Staff Member Series. Revisions
in script.)

Field Staff Member Series 7

AN OPEN LETTER TO ALL FSMs

As a Field Staff Member you have the rewarding purpose of getting people into Scientology through disseminating. You do this by bringing about an understanding of what Scientology can do thus creating a desire for service.

Now, in order for you FSMs to achieve your purpose and obtain your product, you have to have a local org which has well-presented intro services and an adequate array of Department 17 services.

Intro services are defined as immediate and fast, free, one evening or $\frac{1}{2}$ to 1 hour services. The successful ones are testing, intro tapes and lectures, information, intro films, Personal Efficiency Intro Lecture and new book sales. These are for raw public, friends, etc. and are used to gain interest and involvement and to get sign-ups for Dept 17 services or even major services.

Dept 17 paid services are those services which give the public what is needed and wanted to handle their ruins. They bring the public up to the recognition that Scientology and Dianetics contain the data needed to handle life.

I'm going to give you the steps that lead up to your need of org services and how you utilize them. It's a little program to follow and if you do these things plus apply the data you have obtained on the SPECIALIST FSM HAT, you will have guaranteed successes as an FSM.

1. You approach the individual.
2. Provide him with some kind of an introductory service.
- 2A. Alternate: Sell him a book.
3. Find his ruin on the spot.
4. Get him onto a Dept 17 service which will handle his ruin.
5. Collect the commission right then and there.
- 5A. Sell him a book.
6. Monitor his progress on his Dept 17 services and get him selected for a major service the minute he's ready for one.

An example routine that you would follow as an FSM would be to get the guy down to an intro lecture at your local org and then talk to him and find his ruin and then recommend him right on through a Dept 17 service, collect the commission for the Dept 17 service and then select him up the line - to other Dept 17 services or a major service.

You must remember that you can always select for a major service or major training as your first option. You may very well encounter individuals who are ready for a major service, after reading a book for example.

FSMs ARE TO DEMAND ORG SERVICES

Now there's a point that must be made here. It is your hat as an FSM to demand these services from the org and it is the org's hat to supply you with the services you are demanding.

If the org doesn't have the service that your selectee needs, you have an alternate. LRH books. You should have a command of what books contain data which will help the person you are handling. You can always sell a book as an alternate because the data will always be in a book.

If you do this handling and a Dept 17 service is still called for, then you must recommend that the service he needs gets offered by the org. This is especially true if you find a particular ruin is coming up with your selectees and is becoming dominant.

If your org isn't providing you with intro and Dept 17 services then go to the org's Public Executive Secretary or the Executive Director and tell him what is occurring and what you need. Remember also that you always have recourse to Fields Exec Int in the International Exec Strata.

A working Department 17 that is effective, efficient and upstat can save you endless hours of making sales talks and endless weeks of wasted time with prospects.

TEAM WORK

Intro services and Dept 17 services are the answer to an FSM's prayers. They are part of your tools and activity. As much as you need the orgs for these services, the orgs need you, as you're supplying them with their future and don't you let them forget it.

As a team, working towards expansion of Scientology, you can't help but prosper.

L. RON HUBBARD
FOUNDER

Adopted as Official
Church Policy

by the

CHURCH OF SCIENTOLOGY
INTERNATIONAL

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO BULLETIN OF 26 OCTOBER 1970

Remimeo

ISSUE III

Students

REISSUED 19 SEPTEMBER 1974

Course Supers

Hat

Auditors Hat

(Corrected & Reissued 20
March 1978 to correct typos
in paras 1 & 3 on page 1.
Corrections in Script.)

OBNOSIS AND THE TONE SCALE

The following is extracted from the Advanced Clinical Course Preparatory Manual for Advanced Students in Scientology. It was published in 1957.

OBNOSIS AND THE TONE SCALE

Somewhere in your possession, in your desk, or tucked into a bookcase, are two large pieces of paper. They are covered closely with data invaluable to an Auditor. You have pored over them, and quoted from them many, many times. They are, of course, the Chart of Human Evaluation and the Chart of Attitudes. The data in them is a large part of an Auditor's stock in trade, and every Auditor in the world is, in some degree, familiar with them.

But how about getting the data off the charts and applying it to life, to some real person? It's not hard to do casually, for some acute tone. "Joe was on a 1.5 kick last night." Sure, he turned red as a beet, and threw a book at your head. Simple. Mary breaks into sobs, and grabs for the kleenex. Couple of Auditors on the scene exchange looks, nod sagely. "Hmm! Grief!" But how about chronic tone, with that thin, shiny veneer of social tone slicked over it? How sharp and how certain are you about that? Now, take a pc that you are familiar with. What exactly is his chronic tone? If you don't know, you had better read on. If you do, read on, and learn more about it.

The title of this article starts with an odd word: obnosis. It's been put together from the phrase: "observing the obvious." The art of observing the obvious is strenuously neglected in our society at this time. Pity. It's the only way you ever see anything; you observe the obvious. You look at the isness of something, at what is actually there. Fortunately for us, the ability to obnose is not in any sense "inborn" or mystical. But it is being taught that way by people outside of Scientology.

How do you teach somebody to see what is there? Well, you put up something for him to look at, and have him tell you what he sees. That is what is done in an ACC class, the earlier in the course, the better. A student is asked to stand up in front of the classroom and be looked at by the rest of the students. An instructor stands by, and keeps asking, "What do you see?" The first responses run about like this: "Well, I can see he's had a lot of experience." "Oh, can you? Can you really see his experience?"

What do you see there?" "Well, I can tell from the wrinkles around his eyes and mouth that he's had lots of experience." "All right, but what do you see?" "Oh, I get you. I see wrinkles around his eyes and mouth." "Good!" The instructor accepts nothing that isn't plainly visible. A student starts to catch on and says: "Well, I can really see he's got ears." "All right, but from where you're sitting can you see both ears right now as you're looking at him?" "Well, no." "Okay. What do you see?" "I see he's got a left ear." "Fine!" No conjectures, no tacit assumptions will do. Nor are the students permitted to wander in the bank. For example "He's got good posture." "Good posture by comparison with what?" "Well, he's standing straighter than most people I've seen." "Are they here now?" "Well, no, but I've got pictures of them." "Come on. Good posture in relation to what, that you can see right now." "Well, he's standing straighter than you are. You're a little slouched." "Right this minute?" "Yes." "Very good." You see what the goal of this is? It is to get a student to the point where he can look at another person, or an object, and see exactly what is there. Not a deduction of what might be there from what he does see there. Not something the bank says ought to go in company with what is there. Just what is there, visible and plain to the eye. It's so simple, it hurts.

Along with this practice in observing the obvious about people, the students receive a lot of information about particular physical and verbal indications of tone level. Things very easy to see and hear, by looking at a person's body and listening to his words. "Thetan-watching" has no part in obnosis. Look at the terminal, the body, and listen to what's coming out of it. You don't want to get mystical about this, and start relying on "intuition". Just look at what's there.

As examples: You can get a good tip on chronic tone from what a person does with his eyes. At apathy, he will give the appearance of looking fixedly for minutes on end, at a particular object. Only thing is, he doesn't see it. He isn't aware of the object at all. If you dropped a bag over his head, the focus of his eyes would probably remain the same. Moving up to grief, the person does look "down-cast". A person in chronic grief tends to focus his eyes down in the direction of the floor a good bit. In the lower ranges of grief, his attention will be fairly fixed, as in apathy. As he starts moving up into the fear band, you get the focus shifting around, but still directed downward. At fear itself, the very obvious characteristic is that the person can't look at you. Terminals are too dangerous to look at. He's supposedly talking to you, but he's looking over in the left field. Then he glances at your feet briefly, then over your head (you get the impression a plane's passing over), but now he's looking back over his shoulder. Flick, flick, flick. In short, he'll look anywhere but at you. Then, in the lower band of anger, he will look away from you, deliberately. You know, he looks away from you; it's an overt communication break. A little further up the line, and he'll look directly at you all right, but not very pleasantly. He wants to locate you - as a target. Then, at boredom, you get the eyes wandering around again, but not frantically as in fear. Also, he won't be avoiding looking at you. He'll include you among the things he looks at.

Equipt with data of this sort, and having gained some proficiency in looking at the isness of people, the ACC students are sent out into the public to talk to strangers and to spot them on the tone scale. Usually, but only as a slight crutch in approaching people, they are given a series of questions to ask each person, and a clipboard for jotting down the answers, notes, etc. They are public-opinion poll-takers from the Hubbard Research Foundation. The real purpose of their talking to people at all is to spot them on the tone scale, chronic tone and social tone. They are given questions calculated to produce lags and break through social machinery, so that the chronic tone juts out. Here are some sample questions, actually used: "What's the most obvious thing about me?" "When was the last time you had your hair cut?" "Do you think people do as much work now as they did fifty years ago?" At first, the students merely spot the tone of the person they are interviewing - and many and various are the adventures they have while doing this! Later, as they gain some assurance about stopping strangers and plying them with questions, these instructions are added: "Interview at least 15 people. With the first five, match their tone, as soon as you've spotted it. The next five, you drop below their chronic tone, and see what happens. For this last five, put on a higher tone than theirs."

What does the ACC student gain from these exercises? A willingness to communicate with anyone, for one thing. To begin with, students are highly selective about the sort of people they stop. Only old ladies. No one who looks angry. Or only people who look clean. Finally, they just stop the next person who comes along, even though he looks leperous and armed to the teeth. Confrontingness has come way up, and he's just somebody else to talk to. They become willing to pin-point a person on the scale, without shilly-shallying. Then say, "He's a chronic 1.1, Social tone 3.5, but real phony." That's the way it is, and they can see it. They also become quite gifted and flexible at assuming tones at will, and putting them across convincingly. Very useful in many situations, and lots of fun to do. They grow adept at punching through a comm lag in an informal situation. At sorting out apparencies from realities. The rise in certainty of communication, and in ease and relaxation of manner while handling people, in the students who have been run through this mill, is something which must be seen or experienced to be believed. The one most often repeated request in every ACC Unit is: "Can't we please have some more obnosis this week? We haven't had enough of it yet." (This statement is very funny to the ACC Instructors, because these same students said at the beginning, "If you make me go out there, I'll walk out on the course.") Obnosis is quite important, and should be learned as thoroughly as possible by all Scientologists.

L. RON HUBBARD
FOUNDER

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 20 AUGUST 1979

Remimeo

Marketing Series 1

PR Series 34

DIANETICS AND SCIENTOLOGY ARE NEW

People who have been in Dianetics and Scientology for years see it as a way of life. They accept it.

But to listen to them you'd think Dianetics and Scientology had been around for the last 50 billion years at least!

They have lost their viewpoint of the newness of Dianetics and Scientology.

They do not realize that Dianetics and Scientology are new news to the bulk of the world's population.

They do not realize that the oldest Dianetics or Scientology books are *brand new* books to the bulk of humanity!

Before 1949 Man's knowledge of himself, the spirit and the mind was a black barbarism. Look over the psychology, psychiatric and religious texts of the '30s and '40s. Man could not change. He was a degraded animal. The way you applied therapy was dreams or drugs, ice picks and ice baths.

Only Dianetics and Scientology began the road out of that witch pit.

But the witch pit is still there for almost all the world!

Because Scientologists number millions, Scientologists do not look at the *billions* to whom Dianetics and Scientology are BRAND NEW!

Those billions are still in the witch pit. They are still boiling.

Dianetics and Scientology are NEW NEWS.

We are the only road out.

Just because YOU are making it is no reason the world will. (If you *aren't* making it in auditing, if you are a "failed case," get yourself a repair—Scientology is the only approach ever developed that repairs itself too! And that is also new news!)

Let them in on the new news!

Cultures change slowly. It took centuries for Man to realize that slavery was wrong and could be changed. Cultures don't shift overnight.

So write and act like you have *new* news.

Recover your viewpoint by comparing what you now know to what they still don't know in even "modern" institutions.

You have new news. And Dianetics and Scientology are good news. In fact, the best news Man has ever had. Don't sit on it!

L. RON HUBBARD
Founder

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HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO BULLETIN OF 21 APRIL 1960

Franchise Hldrs

PRE-SESSION PROCESSES

Have you ever wondered how to persuade a stranger to get audited? Have you ever had to "sell" a hostile family member Scientology before you could audit someone? Have you ever had trouble auditing anyone?

Well, you'll be pleased to know that these problems have been vanquished by some material I've developed. You see—I *do* think of you!

Pre-session processes are a new idea. They were hinted at in HCO Bulletin April 7, 1960. But there's more to it.

A pre-session process is a process that is used to get into session:

- (a) A stranger who isn't receiving well;
- (b) A person antagonistic to Scientology;
- (c) A person who ARC breaks easily in session;
- (d) A person who makes few gains in session;
- (e) A person who relapses after being helped;
- (f) A person who makes no gains in auditing;
- (g) A person who, having been audited, refuses further auditing;
- (h) Any person being audited as a check-off before session, aloud to pc or silently by auditor.

Pre-session processes parallel in importance the auditing of unconscious people. But I feel they have wider use and will assist dissemination enormously as well as improve graph gains.

These processes are four in number. They are designed as classes of processes to handle these four points:

- 1. Help factor
- 2. Control factor
- 3. Pc Communication factor
- 4. Interest factor.

Unless these four points are present in a session, it is improbable, in a great number of cases, that any real, lasting gain will be made. This is old data.

It is new data to consider these as *pre-session* points.

Before one has a pc in session he cannot really run a Model Session or any session at all.

The usual struggle is to start a session and then try to start a session by having the pc go into session.

This is a confusion of long standing and leads auditors to run processes like the CCHs when they could be running higher processes. The CCHs are often necessary, but not necessary on a pc who *could* be put into session easily and could then run higher level processes for faster gains.

The only thing this changes about a Model Session (HCO Bulletin February 25, 1960) is the START. If a pc is in the auditing room and auditing is to be attempted, then one starts, not Tone 40, but formal. "We are going to begin auditing now." The auditor then goes over his check list and ticks off the pre-session points 1, 2, 3, 4, and satisfied, goes into the rudiments and carries forward a Model Session. Naturally, if he wants to put the pc into session with pre-session processes, when the pc is finally in session we would startle him out with a Tone 40 "START".

A pc who is running extraordinarily well and making fast gains should be checked over, silently at beginning and then given "START" Tone 40 as in the Model Session and the auditor proceeds at once to rudiments. But this would be used only after the pc was really getting along. A new pc or new to the auditor should be pre-sessioned as above for many sessions.

A pre-session type of session might find the auditor not satisfied with more than the first two of the four points by session end. If so, end the session easily with a location of pc's attention on the room and simply end it by saying so.

While many processes may be developed out of the four classes of help, control, communication and interest, it is certain that these classes will remain stable, since these four are vital to auditing itself and imply no wrongness in the pc. All other known factors of life and the mind can be handled by a session and improved. But these four—help, control, communication and interest—are vital to auditing itself and without them auditing doesn't happen.

One or more of these four items was awry in every pc who, one, did not take auditing, two, on whom gains were poor or slow, and three, who failed to complete auditing. So you see that is a number of pcs and the pre-session processes are the important remedy. Why make the same error again.

One of my jobs is to improve auditing results. This may be, as you may find, the biggest single step in that direction since Book One, since it includes them all. The auditor can *cause* help, control, communication and interest rather than hope they will come to pass. As such these four factors are practically clubs.

I would almost rather not give you some processes to fit these four conditions. I certainly desire you to be free in inspecting, understanding and employing them. What great art could arise from this innocent scientific quartet. I would rather you used them as a maestro rather than play sheet music.

How adroit, how clever, how subtle we could become with them!

Example of what I mean:

Grouchy car salesman. Knows that anything Scientologist friend Bill takes up is "rot". Hates people.

Scientologist approaches. Gets a scoff at Bill's enthusiasms.

Scientologist handles help. "Don't you think people can be helped?" Lazy argument, all very casual. Car salesman finally wins by losing utterly. He concedes something or someone could help him.

Another day. Scientologist approaches. Asks car salesman to move here and there, do this and that, all by pretending interest in cars. Really it's 8-C. All casual. Salesman wins again by losing.

Another day. Scientologist gets on subject of communication with car salesman. Finally salesman concedes he doesn't mind telling Scientologist about his shady deals. Does. Salesman wins and so does Scientologist.

Another day. Scientologist gets car salesman to see pictures or blackness by any smooth conversation. Salesman becomes interested in getting his flat feet fixed up.

Negative result: One scoffer less

Positive result: One new pc.

Any way you handle them the Deadly Quartet *must* be present before auditing, or even interest in Scientology, can exist.

Talk about John Wellington Wells. The Scientologist can weave even greater magical spells with help, control, communication and interest.

Talk to a new club. What about? Help, of course. Get them to agree they could be helped or could help.

And when they ask you to come back talk about good and bad control. And when they want you again, it's communication you stress.

And interest of course, when you give *that* talk, will find you ready people.

In Scientology everybody wins. It's the only game in which everyone does. With these four factors you can't lose and neither can they.

As a Scientologist you know several processes under each heading. It's establishing each point in turn that's important.

Ah, what a shock you'll get on some pc when you find he wasn't ever interested in his own case. He was getting audited for his wife! You'll only find that out if you get the three forerunners flat first.

PROCESSES

On processes, under help you have two-way comm about help, two-way help, help in brackets, dichotomies of can-help can't-help, rising scale on help; lots of forms.

On control you have two-way comm, TR 5 (You make that body sit in that chair), CCH 2, old-time 8-C, object S-C-S, S-C-S, etc, etc.

On communication you have two-way comm, "Recall a time you communicated," etc, but much more basically, two-way comm to get off overts, O/W on the auditor, "Think of something you have done to somebody" "Think of something you have withheld from somebody" with occasional, "Anything you would like to tell me?" when meter acts up. Nothing helps communication like getting off fundamental overts that would keep pc out of session or ARC with auditor. That's the point of this step, whether done casually in a drawing room or in an auditing room. "Surely, Mrs. Screamstack, you can't sit there and tell me that, unlike the rest of the human race, you have never done a single wrong thing in your whole life!" Well, that's one way to knock apart a case at a formal dinner party.

Interest is the place where your knowledge of the mind comes into heavy play. But note that this is Number Four. How often have we used it for Number One and flopped! That was because the correct One was missing, to say nothing of Two and Three! I can see you now trying to interest a family member with Four without touching on the first three. Why, I've done it myself! Just like you.

I audited an official of a government after a dinner party for two hopeless hours one night. He knew he'd been run over. But he surely was no sparkling result. I shamefully and vividly recall now that, not touched by me, his idea of help was to kill off the whole human race!

The first steps of OT-3A will gain interest from almost anyone. Even the Black Fives will get confounded when they find what state their recalls are in.

AND THEN?

And then follow a gradient scale of gain. Find something the pc can do and improve it.

When the four points, the Deadly Quartet, are covered, we have the rudiments and they must cover facts, not glibity.

After the four points you improve the case by gradient scales.

And you keep the four points established.

SUMMARY

If it takes you a hundred hours to establish the four points of sessioning, you'll still win faster because you will win.

If it takes only two hours the first time you do them on a pc, feel lucky.

Be thorough.

Establish the four points. Use a Model Session. Follow a course in processing of finding something the pc knows he can do and improve that ability.

And you'll have clears.

And if your use of the Deadly Quartet becomes as adroit and smooth as I think it will, we will have this planet licked and be scouting the stars before we're too much older.

At last, we've created the basic weapon in Scientology dissemination and processing that makes us a lot more effective on Earth than a lot of drooling politicians scrubbing their hands around an atomic warhead. By golly, they better watch out now.

But don't *tell* them. Just run (1) Help, (2) Control, (3) Communication and (4) Interest.

Now go tackle somebody who wouldn't buy Scientology—use the Deadly Quartet. And win!

L. RON HUBBARD

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HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO BULLETIN OF 13 OCTOBER 1959

Franchise Holders

D.E.I. EXPANDED SCALE

(With a Note on Salesmen)

The original scale

4.0 Desire
1.5 Enforce
.5 Inhibit

was expanded in 1952 to

Curiosity
Desire
Enforce
Inhibit.

In 1959 I have found another vital point on this scale which gives us a new case entrance point.

Curiosity
Desire
Enforce
Inhibit
Unknown.

I suspect also that "Wait" fits between Unknown and Inhibit.

To make these agree in intention, they would become

Interest
Desire
Enforce
Inhibit
Unknown.

This scale also inverts, I find, similar to the Dynamics and below sanity on any subject

Unknown
Inhibit
Enforce
Desire
Interest.

These points, particularly on the inverted scale, going down, are lowered by failure. Each lower step is an explanation to justify having failed with the upper level.

One seeks to not know something and fails. One then seeks to inhibit it and fails. Therefore one seeks to enforce it and fails. Thus one explains by desiring it and fails. And not really being able to have it, shows thereafter an obsessive interest in it.

The above inversion is of course all reactive.

Reactive selling (of interest to us in a salesman campaign) would be accomplished thusly (and this is the basic scale of selling):

The salesman refuses to let the customer forget the product;

The salesman then inhibits all efforts by the customer to refuse the product;

The salesman enforces the product on the customer;
The salesman now finds the customer desires the product;
And the customer will remain interested.
There is an interplay here whereby the salesman reverses the scale:

Source of Sales Failure	
Salesman	Customer
Interest	Unknow
Desire	Inhibit
Enforce	Enforce
Inhibit	Desire
Unknow	Interest

Salesmen, bringing about an inverted scale, can go downscale themselves as they do it. They seek to interest and meet *forgetfulness*. They *want* to sell and meet *opposition*. They *high pressure* the customer and get *pressured* back. And about the time the customer *wants* the product the salesman is reactively inhibiting the scale. And as the customer's interest is at its highest the salesman forgets all about him.

SALESMAN SUCCESS

All a salesman has to do is continue to try to interest the customer and the reactive inversion will take place.

It is interesting that this scale, more importantly, gives us new case entrances. A series of Comm Processes on any terminal, say "bodies", could be run.

From where could you communicate to an unknown body					
"	"	"	"	"	" an unwanted body
"	"	"	"	"	" a necessary body
"	"	"	"	"	" a desirable body
"	"	"	"	"	" an interesting body.

This would pick the case off the bottom and run it to the top on any terminal that has gone totally reactive.

By the way, don't take my remarks on salesman as being "all for the best". The basic overt act is making people want useless objects and spaces, and unfortunately for him that's often part of the business of the salesman. He, unlike us, sometimes isn't fishing people out of the mud. He's often more likely pushing them in. Therefore *he* needs our help to get square with the world. As his income depends on making people want things and buy things (even though sometimes they need them), we haven't much choice but to show him the mechanics of selling, to the end of getting him to help pull others out of the mud. Making somebody want something they really need is no crime, but the salesman is on very shaky ground. What do people really need? We had best not try to get involved in the ethics of all this, or to persuade them to sell only needed items.

The whole economic structure needs salesman; he is the key of the whole structure. But we can leaven the flow of even useless goods by letting an invitation to freedom trickle in the same channel.

L. RON HUBBARD

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO BULLETIN OF 27 JANUARY 1984

Remimeo
All Orgs
Specialist FSM
Hat Checksheet
Supervisors
SSO
PES
FSM I/C
Qual Sec

FSM BREAKTHROUGH

NEW FSM TRs - CONTROLLING A CONVERSATION

(Ref: LRH ED 348 INT RON'S JOURNAL 37
HCOB 16 Aug 71R II TRAINING DRILLS REMODERNIZED
Reiss. 6 Aug 83
HCO PL 23 Oct 65R DISSEMINATION DRILL
Rev. 21 Aug 81
HCO PL 26 Sep 79RA II SPECIALIST FSM HAT CHECKSHEET
Rev. 27 Jan 84)

These TRs have been specifically devised to teach the student to CONTROL A CONVERSATION.

All one is teaching here is TOTAL CONTROL of a conversation. One can see that the target is not to fight with public or SPs, but simply to control and guide the conversation where one wants it to go.

These drills are a superior technical development that the Greeks, in their science of argumentation, would have been proud of. They are superior drills in controlling conversations, whether hostile or otherwise.

The drills may be done by any FSM or Scientologist, and are the drills called for in HCOB PL 26 Sep 79RA Issue II, SPECIALIST FSM HAT CHECKSHEET.

These FSM TRs and/or STCC in no way excuse a person from attending a regular TRs course and are not a substitute for regular TRs but are a special application of them. A regular TRs Course is not a prerequisite to FSM TRs even though they would help enormously. Nothing in this changes any data in other HCOBs regarding TRs or substitutes for any other HCOB on TRs.

The book WHAT IS SCIENTOLOGY is used throughout the TRs.

1. OT TR 0 - Done per HCOB 16 Aug 71R Issue II.

PURPOSE: To train the student to be there comfortably and confront another person. The idea is to get the student able to be there comfortably, in a position three feet in front of another person, to BE there and not to do anything else but BE there.

METHOD: Student and coach sit facing each other with eyes closed. There is no conversation. This is a silent drill. There is NO twitching, moving, confronting with a body part, "system" or vias used to confront or anything else added to BE there. One will usually see redness, blackness or an area of the room when one's eyes are closed. BE THERE, COMFORTABLY AND CONFRONT.

2. FSM TR 0 - CONFRONTING OR NOT CONFRONTING BY CHOICE (REF: HCOB 16 Aug 71R Issue II)

A. PURPOSE. To train the student to confront another person who is manifesting various levels of the Tone Scale.

METHOD: Coach uses different Tone Scale Levels physically (silently) as he sits opposite the student. The student confronts the coach's various manifestations of the Tone Scale Levels until he can do it comfortably.

B. PURPOSE: To teach the student that he has a choice of confronting or not confronting various tone scale levels and to train him in not confronting by choice.

METHOD: Student and coach in same position as in above TR, coach continues to show various tone scale manifestations. The student now non-confronts (by choice) the coach's various manifestations. This is done until the student can do this drill comfortably. One way to non-confront by choice is to walk away.

3. FSM TR 0 BULLBAIT - CONFRONTING OR NOT CONFRONTING BY CHOICE BULLBAITED. (REF: HCOB 16 Aug 71R Issue II)

A. PURPOSE: To train the student to confront another person who is pushing his buttons. The whole idea is for the student to sit there comfortably without being thrown off, distracted or reacting in any way to what the coach says or does.

METHOD: Coach, in this drill, must push the student's buttons and can do anything except leave his chair. The student must BE there comfortably and not be distracted.

B. PURPOSE: To teach the student that he has a choice of confronting or not confronting someone pushing his buttons and to train him in not confronting by choice.

METHOD: Coach pushes the student's buttons and can do anything except leave his chair. The student non-confronts (by choice) the coach's actions. This is done until he can successfully non-confront the coach at his own choice.

4. FSM TR 1 - DELIVERING A COMMUNICATION.

PURPOSE: To train the student to deliver a communication about Scientology to another without flinching or trying to overwhelm or using a via.

METHOD: Student uses the answers section of the book WHAT IS SCIEN TOLOGY? to get something across to the coach, asking a question or making a statement. Coach answers easily as per normal TR 1.

5. FSM TR 2 - ANSWERING OR NOT ANSWERING QUESTIONS BY CHOICE.

A. PURPOSE: To teach the student to fully answer a question to the satisfaction of the coach.

METHOD: Student and coach must both have a copy of WIS and must both be at the same page. Coach asks a question and the student must answer out of WIS without flustering or being unsure. The coach flunks when he does not feel his question has been fully answered.

B. PURPOSE: To teach the student to take off the line of questioning, by choice, questions he does not want to answer.

METHOD: Coach asks a question and the student "answers" in such a way as to take it off that line of questioning and onto something else (BY CHOICE). Coach flunks when student cannot successfully steer the line of questioning.

6. FSM TR 3 - GETTING THE QUESTION ANSWERED.

PURPOSE: To teach the student to get his questions answered no matter what the circumstances are.

METHOD: Student uses data from WIS (or asks something like - "Have you read the book DMSMH?"). Coach refuses to answer - either by remaining silent, being antagonistic or stating "I don't want to talk to you". Student must handle and get his question answered.

7. FSM TR 4 - CONTROLLING CONVERSATIONS BY HANDLING ORIGINATIONS.

A. PURPOSE: To train the student to fully handle an antago or critical remark or statement and get the conversation back on the tracks.

METHOD: Student uses data from WIS (questions and statements) and starts up a discussion. Coach goes along with it but in the middle of the discussion throws in a critical or antago comment or question. Student must handle it smoothly and get it acknowledged and get the discussion back on the tracks.

B. PURPOSE: To train the student to handle the critical or antago question or comment and then steer the conversation onto some other subject (using WIS) of the student's choice as in FSM TR 2B.

METHOD: Student uses data from WIS (questions and statements) and starts up a discussion. Coach goes along with it but in the middle of the discussion throws in a critical or antago comment or question. The student must acknowledge and handle it per TR 4 and must steer the conversation onto some other subject (using WIS) of the student's choice as in FSM TR 2B.

L. RON HUBBARD
FOUNDER

Compilation assisted by
LRH Technical Research
and Compilations

LRH:RTRC:iw

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO BULLETIN OF 28 APRIL 1960

REISSUED 4 JUNE 1979

All Franchise
Auditors
HCO Secretaries
Assoc Secretaries

BOOKS ARE DISSEMINATION

One of the oldest Organizational Health Charts states "...given books in distribution, the remainder of these facts are true...".

No matter what you do with an organization, no matter how much writing of letters you do, the dissemination success of a group will not accomplish any security unless books are distributed.

Seeing to it that the newly interested person is provided with the proper reading materials is a far more important step than most HCO Secs and PE directors have realized, but these are not the worst offenders. The field auditor, attempting to run a group and keep afloat, fails most often, when he does fail, in the Book Department.

Making sure that interested people get books is making sure that they will continue their interest.

Assuring then they will read and understand the books, it is necessary to get them into an extension course.

If you think you can interest a person in Scientology and yet avoid your responsibility in getting him or her to read books on the subject, you are wasting a tremendous amount of effort.

Do you know why the first book DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH was written? Word of mouth on Dianetics was going forward so rapidly that my letter volume, even before the first book, was startling. Each one of these people expected me, either to write them a long letter and tell them what it was all about, or to be given a chance to come and see me so that I could tell them personally what it was all about. In other words, my time was going to be consumed, not in further research, but in writing letters and talking to people. My answer to this was to write DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH which rapidly informed the newly interested person what this new science was all about.

I will make you a wager. I think you are wasting most of your time answering questions which are answered in books. I think you are talking yourself hoarse to friends, and other people, and groups, explaining over and over and over things that are already taken up in books. I think your time is being devoured by attempts to reach through the natural conversational barriers of people.

You are not giving, I am sure, the newly interested person an opportunity to go and sit down quietly by himself, without any social strain, and study a book on the subject. Only in this way will he come to a decision about the subject which is his own independent decision having inspected the materials. This has to be done quietly and it is best done through the pages of a book.

Without any reservations, I can tell you that DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH, based as it is upon mental image pictures and energy masses, those things which are most real to people, is the best forward vanguard in our possession.

It was written at a time when I was very interested in bridging the gap between an uninformed public and an informed public, and contains in it most of the arguments necessary to quiet the suspicions of the newly interested person and contains as well most of the answers to that person's questions.

DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH contains today a perfectly workable therapy. But more importantly it contains a bridge between the uninformed and the informed public on the subject of Scientology.

If you are not furiously pushing DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH and if you are not insisting that each newly interested person read it as something new, startling and strange in the world, you will be wasting most of your dissemination efforts.

Oddly enough, this book, to this day, sells more copies around the world than the average best seller in any given year. Where it has been pushed, Scientology is booming. Where it has not been pushed, Scientology is limp.

Just inspect the number of simple, startling items in DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH. Here you find the Dynamics, here you find several of the earliest Axioms, here you even find the rudimentary ARC tone scale. You find as well a thoroughly accurate description of clears and the reactive mind.

Do you realize that the world does not yet know anything about the reactive mind? Here is the total answer to Freud's subconscious. Here is the resolution of most of the problems of psychotherapy.

You know so many things that are new and wonderful and strange that you forget that Bill and Joe and Mary have never heard of any part of them. They are not interested in past lives. They are interested in what makes them do strange and peculiar things. They have heard vaguely about the tenets of psychology. They do not know that these have all been answered in DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH.

When people are asking you questions about Dianetics and Scientology, no matter how obtuse or abstruse the questions are, your best answer to these questions was my earliest answer and that was, "Read DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH and that will answer your question".

In the last HCO Bulletin I gave you pre-session processes. This makes a complete cycle. With pre-session processes we can take a new person and by running the course of help, control, communication and interest, put him in a frame of mind to want to know more about the subject.

In this Bulletin I am trying to tell you what to do about the person once you have brought him up to this point. It is all right for you to go on and audit him but I assure you he will never get anywhere until he has read DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH. All the questions and counter arguments and upsets which are boiling through his mind now are answered in that book, bringing him up to a point where he wants auditing, where he successfully goes through PE. Give him auditing, let him co-audit, do anything you want with him, but insist, insist, insist that he reads DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH.

You would be completely amazed at the ideas some people have of Scientology even after they have gone through a PE course and have read Problems of Work or some other manual pushed off on them simply because it is cheap. Problems of Work is all right

and should be distributed but it is not informative on the subject of the human mind.

Let's get down to basics here and see what we have really done. We have made a break-through. The moment of the break-through is recorded at public level with DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH. If people do not read this book, they just will not have broken through.

Any "sales tricks" you employ after you have succeeded by use of help, control, communication and interest in arousing that interest, to get them now to inform themselves of the moment of break-through, will be well expended by you, otherwise these people will be talking through a fog and will experience a sensation of having been brought up to some high plateau without having climbed a cliff. It is factual that you can bring a person all the way to clear and have on your hands a mentally illiterate person. I know, because I have done just that. All the clears I made twelve to thirteen years ago evaporated into the society. I did them a great deal of good. Some of them are now occupying high positions, but none of them have ever associated me and my work in Dianetics and Scientology with what happened to them. They are, for the most part, convinced that what I did was some fabulously magical thing which was done for them only, and for them especially, something like a spiritual revival, but nothing to be understood. These people never did gain that understanding because I never explained to them what was happening. It was only after DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH was written and distributed that we began to get somewhere in the world. People we processed might have been led to worry more about their own cases than those I processed, but at the same time their worrying was at least intelligent. I can still clear people with the technologies of twelve and thirteen years ago and, indeed, have been carefully reintroducing you to these technologies. Now the time has come for us to realize that there are very close to two and a half million people on this planet who are mentally illiterate. They do not know what makes them tick. They have no concept whatsoever of the basis of human reaction. They are intolerant. They are at war with one another. They follow strange leaders and wind up in strange places. They have no hope that anything will ever dig them out. Only a minute percentage of these people have ever been introduced to DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH.

Do not believe for a moment that just because I wrote a book on the subject cases became harder. As a matter of fact they became more cooperative. We are making a great many clears today. Hardly a week passes on my correspondence lines without clears being reported. But look at the mental illiteracy even of some auditors. Do you know that people report me clears and call them releases. These people have never studied the definition and capabilities of clear in DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH. They bring pre-clears up to this standard, find there is a considerable distance to go and start striking for theta-clear before they say anybody is clear. You yourself may have made a clear and classified the clear as a release just because you were not totally familiar with the conditions of clear. I still think the best statement of a clear occurred in DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH. I have had no reason to revise that statement. Pushed at, however, by many Scientologists, I have tried to find way stops between clear, as defined in DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH, and OT. There are quite a few. I almost laughed in somebody's face the other day when he said to me that a notable person on one central organization's staff was being audited by him and that he had gotten her up to a state of release "with a free needle on anything you asked her", and added that he would soon have her clear if he kept working at it. Concerning the same person, visitors at that central organi-

zation for some time have been saying, "She has a sort of feeling about her as though she might be clear". The truth of the matter is she has been clear for several months but her auditor is straining so hard, seeing as he does how far human capability can be made to reach, that it has never occurred to him that he has passed clear some time back. Any PC that has a relatively free needle has probably been cleared by the standards laid down in DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH.

Now that we can interest people, let's take the next inevitable step. Let's push this book. Let's crowd it into people's hands and demand that they buy it. Let's develop the trick, when they ask us complicated questions, of stating that they should read DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH.

After all, we have a brand new science in the world. DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH is a brand new book that describes it at public level and it is a good thing if you want to get people into a house to get them to come in the front door. The front door we have is DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH. I, personally, do not believe the book could ever be written again, since it was written at a time when I was well aware of the public arguments concerning the mind. For the indifferently literate person it forms the necessary bridge from knowing nothing to knowing something. It is an exciting book. Push it. Get your people to read it. Now let's get going.

If you cause cards to be printed concerning the whereabouts of PE Courses, always add to them:

"To know more about this subject read DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH, available at (give the place). The greatest scientific development in this century has happened."

To all Central Orgs. Push this book with every possible display and mention. Where you find people have not bought it in your Central Files, you'll find interest has been lagging. Play down all other PE books, display DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH as the book they must now buy. Tell them so during the breaks. "DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH answers your questions."

Unlimited stocks are available at HCO WW and even more are already printed and being bound now in New Zealand for N.Z., Australian and South African shipment. Order all Southern Hemisphere stock of DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH through HCO WW.

We've lost the people in a maze of many titles. Take down all your many book displays. Concentrate on one, DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH.

I am asking Australia for instance to have a huge wooden book, DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH, erected on their marquee and spotlighted.

We can absorb the world's confusion on one stable datum. Let's do it.

L. RON HUBBARD
FOUNDER

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HCO POLICY LETTER OF 23 OCTOBER 1965R
REVISED 21 AUGUST 1981
PILOT ORGS
ONLY

(A pilot was recently conducted to locate and handle any difficulties FSMs were having with the Dissem Drill. The pilot found that key references on dissemination which were meant to be used in conjunction with the Dissem Drill, were not known about or were not always being applied. These references are listed in the Reference Section below. The Dissem Drill has been revised to include key sections from these references to guarantee greater success in dissemination.)

(Revisions Not in Script)

DISSEMINATION DRILL

REFERENCES:

HCOB 21 April 60	PRE-SESSION PROCESSES
HCOB 28 April 60	BOOKS ARE DISSEMINATION
Reiss. 4 June 79	
TAPE: 5406C16	CONTACT WITH THE PUBLIC
16 June 1954	
THE BOOK OF CASE REMEDIES (Remedy I & J)	

The Dissemination Drill has four exact steps that must be done with a person you are disseminating to.

There is no set patter, nor any set words you say to the person.

There are four steps that must be accomplished with the individual and they are listed in the order that they should be done:

1. Contact the individual: This is plain and simple. It just means making a personal contact with someone, whether you approach them or they approach you.

Contact must be overt. No "pitch" to it at all. No covert line-up or apologetic line. Anything that would look very overt and authoritative would work.

I've tested out a number of ways while procuring pre-clears, and I've found that the overt ones were the successful ones, and the covert ones never got anyplace. At a party for instance, I have walked up to a fellow and said to him in so many words, "Boy, you sure need auditing!"

(Fellow): "Spouse I do. Auditing - what's that?"

"Oh, guy like you, looks like you have terrific potentials and so forth, and you're standing there and you're probably not getting any auditing."

(Fellow): "What are you talking about?" (He didn't know me from Adam you see.)

"Well I'm talking about Scientology of course. What's the matter with you?"

So I've just thrown his attention onto himself with a wild crush. Now he may go off and mutter, mutter and say, "You know, that guy's crazy." He might do that - and then come back and see you.

You obviously are surviving although you are overt in your communication line. And so, if you are obviously surviving and yet you are overt, then what you say must be true. If you're very covert in your communication line, then what you're dealing with can't be very true can it?

2. Handle: If the person is wide open to Scientology, and reaching, this step can be omitted as there is nothing to handle. Handle is to handle any attacks, antagonism, challenge or hostility that the individual might express towards you and/or Scientology. Definition of "handle": to control, direct. "Handle" implies directing an acquired skill to the accomplishment of immediate ends.

A very successful way of doing this is explained in HCOB 21 April 60 PRE-SESSION PROCESSES.

Four factors must be present before interest in Scientology can exist:

1. Help factor
2. Control factor
3. Pc Communication factor
4. Interest factor.

Here's an example of what I mean:

Grouchy car salesman. Knows that anything Scientologist friend Bill takes up is "rot." Hates people.

Scientologist approaches. Gets a scoff at Bill's enthusiasms.

Scientologist handles help. "Don't you think people can be helped?" Lazy argument, all very casual. Car salesman finally wins by losing utterly. He concedes something or someone could help him.

Second day. Scientologist approaches. Asks car salesman to move here and there, do this and that, all by pretending interest in cars. Really it's 8-C. All casual. Salesman wins again by losing.

Third day. Scientologist gets on subject of communication with car salesman. Finally salesman concedes he doesn't mind telling Scientologist about his shady deals. Does. Salesman wins and so does Scientologist.

Fourth day. Scientologist gets car salesman to see pictures by any smooth conversation. Salesman becomes interested in getting his flat feet fixed up.

Negative result: One scoffer less.
Positive result: One new pc.

Any way you handle them the Deadly Quartet must be present before auditing, or even interest in Scientology, can exist.

There are several processes under each factor as given in HCOB 21 April 60 PRE-SESSION PROCESSES. One should become very adroit, very clever and very subtle with their usage.

3. Salvage: Definition of salvage: "to save from ruin." Before you can save someone from ruin, you must find out what their own personal ruin is. This is basically - What is ruining them? What is messing them up? It must be a condition that is real to the individual as an unwanted condition, or one that can be made real to him.

See example given above - fourth day. Finding a ruin would normally fall under the interest factor. Interest is the place where your knowledge of the mind comes into heavy play.

There's no end to the various different ways one could use the above four factors. A good idea might be to compile a list of various situations in which to apply these factors and drill them.

4. Bring to understanding: Once the person is aware of the ruin, you bring about an understanding that Scientology can handle the condition found in 3. This is done by simply stating Scientology can, or by using data to show how it can. It's at the right moment on this step that one hands the person a selection slip, or one's professional card, and directs him to the service that will best handle what he needs handled.

This makes a complete cycle. With pre-session processes we can take a new person and by running the course of help, control, communication and interest, put him in a frame of mind to want to know more about the subject. Once you have brought him up to this point, it is all right for you to go on and audit him but insist, insist, insist that he reads DIANETICS: THE MODERN SCIENCE OF MENTAL HEALTH. All the questions and counter arguments and upsets which are boiling through his mind now are answered in that book.

These are the steps of the Dissemination Drill. They are designed so that an understanding of them is necessary and that understanding is best achieved by first studying each of the references listed in the Reference Section above and then being coached on the drill. Use of the pre-session processes could then be drilled in conjunction with the Dissem Drill steps.

COACHING THE DRILL

Position: Coach and student may sit facing each other a comfortable distance apart, or they may stand ambulatory.

Purpose: To enable a Scientologist to disseminate Scientology effectively to individuals. To enable one to contact, handle,

salvage and bring to understanding another being. To prepare a Scientologist so that he won't be caught "flatfooted" when being attacked or questioned by another.

Patter: There is no set patter. The coach plays the part of a non-Scientologist and displays an attitude about Scientology upon being approached by the student. The student must then handle, salvage, and bring the coach to understanding. When the student can comfortably do these steps on a given coach's attitude, the coach then assumes another attitude, etc., and the drill is continued until the student is confident and comfortable about doing these steps with any type of person. This drill is coached as follows:

The coach says, "Start." The student must then (1) contact the coach, either by approaching the coach or being approached by the coach. The student introduces himself and Scientology or not, depending upon the mocked-up situation. The student then (2) handles any invalidation of himself and/or Scientology, any challenge, attack or hostility displayed by the coach. The student then (3) salvages the coach. In this step the student must locate the ruin (problem or difficulty the coach has with life), and point out that it is ruinous and get the person to see that it is.

When (3) has been done, you then (4) bring about an understanding that Scientology can do something about it. Example: the coach has admitted a problem with women. The student simply listens to him talk about his problem and then asserts - "Well, that's what Scientology handles. We have processing, etc., etc." When the coach indicates a realization that he did have a problem and that something might be done about it, the student presents him with a selection slip, or a professional card, routing him to the service that would best remedy the condition.

The coach must flunk for comm lags, nervousness, laughter or non-confront. The coach would similarly flunk the student for failure to (1) contact, (2) handle, (3) salvage, and (4) bring to understanding.

Training Stress: Stress giving the student wins. This is done by using a gradient scale in the coach's portrayal of various attitudes, and staying with any selected until the student can handle it comfortably. As the student becomes better, the coach can portray a more difficult attitude.

Stress bringing about for the student the accomplishment of the purpose of this drill.

A list of things to handle and another of ruins to discover can be made up and used.

Do not specialize in either antagonistic attitudes or an eagerness to know about Scientology. Use both and other attitudes. One meets them all.

L. RON HUBBARD
FOUNDER

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